



February 10, 2015

Information about the Anthem Inc. Cyber Attack

Anthem Inc. recently announced that it was the victim of a cyber attack.

Anthem Inc. and Horizon Blue Cross Blue Shield of New Jersey are separate and distinct companies.

According to Anthem, which owns several Blue Cross Blue Shield plans, the attackers gained unauthorized access to Anthem's Information Technology (IT) system and have obtained personal information from their current and former members.

Anthem states there is no evidence that credit card or medical information, such as claims, test results or diagnostic codes were targeted or compromised. For more information about the attack, you can visit AnthemFacts.com.

The following Questions and Answers may be helpful to you.

Q1. Is my personal information at risk due to the recent cyber attack on Anthem's data system?

A1. At this time, Anthem does not know the impact of the cyber attack on their data system. We are waiting for additional information from Anthem to determine if there is any impact to Horizon BCBSNJ members. Anthem has created a dedicated website to provide information on this incident. To learn more, you can go to AnthemFacts.com.

Q2. How will I know if my personal information was compromised due to this cyber attack on Anthem?

A2. Impacted individuals will be notified by U.S. mail if their personal information was impacted by the attack on Anthem's system. Anthem is currently conducting an extensive investigation to determine if any of our members were impacted. To learn more, you can go to AnthemFacts.com.

Q3. Was any medical information/history compromised during this cyber attack?

A3. Anthem's investigation to date shows that the information accessed did not include medical history such as diagnosis or treatment data, or provider and physician information.

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Q4. I am a Horizon BCBSNJ member. Why was my information shared with Anthem?

A4. Horizon BCBSNJ and Anthem Inc. are separate and distinct companies. However, some Horizon BCBSNJ members may live in or access health care in Anthem service areas, such as New York and Connecticut, and their personal information may be in Anthem's data systems as a result.

Q5. Does this impact Blue Cross and Blue Shield plans not owned by Anthem?

A5. Yes, BlueCard® members are impacted. The Blue Cross and Blue Shield Association's BlueCard is a national program that enables members of one Blue Cross and Blue Shield Plan to obtain health care services while traveling or living in another Blue Cross and Blue Shield Plan's service area. The program links participating health care providers with the independent Blue Cross and Blue Shield Plans across the country and in more than 200 countries and territories worldwide.

Q6. I think I received a scam email related to Anthem's cyber attack. What should I do?

A6. Members who may have been impacted by the cyber attack against Anthem should be aware of scam email campaigns. These scams, designed to capture personal information (known as "phishing"), are designed to appear as if they are from Anthem and the emails include a "click here" link for credit monitoring. These emails are NOT from Anthem.

- DO NOT click on any links in the email.
- DO NOT reply to the email or reach out to the senders in any way.
- DO NOT supply any information on the website that may open, if you have clicked on a link in email.
- DO NOT open any attachments that arrive with the email.

Q7. When can group customers expect to find out if they were impacted by the cyber attack?

A7. Anthem is currently conducting an extensive investigation to determine the impact of the cyber attack. Any information concerning Horizon BCBSNJ group customers impacted by the cyber attack will be shared with you as soon as possible.

Q8. Was Horizon BCBSNJ a victim of a cyber attack?

A8. No. This was a cyber attack on Anthem's IT system.

Q9. What is Horizon BCBSNJ doing to protect its member information?

A9. Horizon BCBSNJ has a comprehensive program in place to safeguard our members' personal information. This continues to be a top priority for our Company.